



Rohit Kumar <oooooooo.koo@gmail.com>

Your Amazon.in Order [#]

2 messages

Amazon.in <cs-reply@amazon.in>

Wed, Oct 7, 2015 at 4:25 PM

Reply-To: "cs-reply+A2UVIZFSKY7NMS@amazon.in" <cs-reply+A2UVIZFSKY7NMS@amazon.in>

To: Rohit Kumar <oooooooo.koo@gmail.com>

[Your Account](#) | [Amazon.in](#)



Message From Customer Service

Hello,

This is Nishchay, one of the supervisors with Amazon.in.

As per our conversation, I would like to tell you that this matter has already been escalated to the concern department and will be resolved as soon as possible.

Even I follow up this case and will get it resolved as soon as possible.

I really apologize for the bad experience and thank you for your understanding in this case.

I really appreciate your patience.

As you are our one of the valuable customers, so I will take this issue on the priority basis and will get it solved as soon as possible.

In addition to our large selection, one of the benefits we try very hard to offer our customers is convenience. I'm very sorry for the inconvenience you experienced in this case.

We are happy to help you over the phone

Here is our toll-free customer service phone number for customers calling from India:

1-800-3000-9009

This number is not accessible from BSNL/MTNL phones.

If you are an international customer or are using a BSNL/MTNL phone, you can call us on 91-22-30430101. (Charges may apply)

We're available 24 hours a day, 7 days a week.

You can also click the "Contact Us" button on any Help page (www.amazon.in/help) and choose the Click to Call option to have us call you immediately or in five minutes. Contacting us through the website ensures that we have your account information ready when we call you.

**** I hope you got satisfied with my assistance****

Warmest regards,
Nishchay

Did I solve your problem??

To contact us about an unrelated issue, please visit the Help section of our website:

<http://www.amazon.in/help>

Your feedback is helping us build **Earth's Most Customer-Centric Company.**

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Amazon.in

Rohit Kumar <iamrohit.kmr@gmail.com>

Tue, Oct 13, 2015 at 2:29 PM

To: "cs-reply+A2UVIZFSKY7NMS@amazon.in" <cs-reply+A2UVIZFSKY7NMS@amazon.in>

Hello Nishchay,

Is there any update from the special investigation team, you mentioned in our telephonic conversation?

This special team / department was supposed to handle the issue swiftly, since Amazon's Billing team has not been doing their work properly.

Please revert.

Rohit Kumar,

+91-9960000004

[Quoted text hidden]